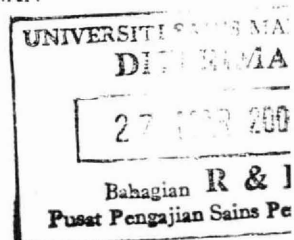


**BAHAGIAN PENYELIDIKAN & PEMBANGUNAN
CANSELORI
UNIVERSITI SAINS MALAYSIA**



Laporan Akhir Projek Penyelidikan Jangka Pendek

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Appropriateness in the Utilization of Emergency Department Services in Hospital Kota Bharu and Hospital Universiti Sains Malaysia

ABSTRAK

The prime concern in the inappropriate utilization of emergency departments (ED) is compromised management of patients requiring emergency treatment. Significant attendance of non-emergency cases in ED was found in several countries.

The objectives of this study are to determine the proportion of inappropriate cases, as well as the distribution of utilization by time (over 24 hours and within a week) and by diagnoses (Phase I) and to determine the associated factors and the reported reasons in the inappropriate utilization of ED services (Phase II).

A cross sectional study (Phase I) was conducted in ED, Hospital Kota Bharu (HKB) and ED, Hospital Universiti Sains Malaysia (HUSM). A sample of 350 cases from each ED was randomly selected from ED register of the year 2000. A decision flowchart, which was adopted from 4 guidelines, was applied to identify inappropriate cases.

The proportions of inappropriate cases were 57.4 % for ED HKB and 55 % for ED HUSM. The inappropriate cases increased considerably in early morning, late evening, during the weekend and early part of the week. Most common diagnoses of inappropriate cases were upper respiratory tract infections, mild acute gastroenteritis and urinary tract infections.

The subsequent case-control study (Phase II) with 170 cases in each group revealed the independently significant factors associated with inappropriate utilization of ED services such as perceived illness (Odds Ratio (OR)=9.13; 95% Confidence Interval (CI): 4.99, 16.67), knowledge on roles and functions of

ED (OR=0.65; 95% CI: 0.50, 0.85), knowledge on roles and functions of OPD (OR=0.24; 95% CI: 0.13, 0.44), marital status (OR=4.58; 95% CI: 1.16, 18.06), gender (OR= 3.00; 95% CI: 1.73, 5.18), number of family members (OR=0.88; 95% CI: 0.79, 0.97), and shift-work (OR= 2.34; 95% CI: 1.15, 4.71).

The first 3 factors seem to be modifiable by giving education, whereas the later 4 factors give some understanding on customer needs, which may help to customize ED and OPD services. Studies to explore further on customer needs and customizing the hospital services accordingly, which will lead to a more efficient primary care, are recommended.

ABSTRAK

Kesan utama penyalahgunaan jabatan kecemasan adalah gangguan terhadap perjalanan perkhidmatan ini kepada pesakit yang benar-benar didalam kecemasan atau tenat. Kajian menunjukkan penggunaan jabatan kecemasan bagi kes-kes bukan kecemasan adalah signifikan di beberapa negara.

Objektif kajian ini adalah bagi mengenal pasti kadar kes-kes bukan kecemasan, corak kedatangan kes-kes bukan kecemasan dalam masa 24 jam dan dalam seminggu, serta diagnosa-diagnosisnya (fasa 1) dan menentukan faktor-faktor yang mempengaruhi penggunaan jabatan kecemasan bagi kes-kes bukan kecemasan (fasa II).

Kajian hirisan-lintang bagi fasa 1 telah dijalankan di jabatan kecemasan Hospital Universiti Sains Malaysia (HUSM) dan Hospital Kota Bharu (HKB). Sebanyak 350 kes bagi setiap pusat kajian telah dipilih secara rambang dari buku pendaftaran jabatan kecemasan. Carta alir penentuan yang diolah dari 4 jenis panduan telah diguna pakai untuk mengenal pasti kes-kes bukan kecemasan.

Kadar kes-kes bukan kecemasan bagi ED-HKB adalah 57.4% manakala bagi ED-HUSM 55%. Kajian mendapati kes-kes bukan kecemasan meningkat pada awal pagi, lewat petang, masa hujung minggu serta awal minggu. Diagnosa-diagnosa utama bagi kes-kes bukan kecemasan adalah batuk dan selsema, cirit-birit dan jangkitan saluran air kencing.

Selanjutnya, satu kajian kes-kontrol bagi 170 kes setiap kumpulan mendapati faktor-faktor berikut mempunyai kaitan dengan penyalahgunaan jabatan kecemasan bagi kes-kes bukan kecemasan. Faktor-faktor tersebut adalah tanggapan terhadap penyakit (Odds Ratio (OR)=9.13; 95% Confidence Interval (CI): 4.99, 16.67), pengetahuan tentang peranan dan fungsi jabatan kecemasan (OR=0.65; 95% CI: 0.50, 0.85), pengetahuan tentang peranan serta fungsi jabatan pesakit luar (OR=0.24; 95% CI: 0.13, 0.44) taraf perkahwinan (OR=4.58; 95% CI: 1.16, 18.06), , jantina (OR= 3.00; 95% CI: 1.73, 5.18), bilangan ahli keluarga (OR=0.88; 95% CI: 0.79, 0.97) dan waktu kerja "shif" (OR= 2.34; 95% CI: 1.15, 4.71).

Tiga faktor pertama yang dikenalpasti mungkin boleh diubahsuai dengan memberi kesedaran tentang peranan jabatan kecemasan. Empat faktor yang kemudiannya pula memberi pemahaman yang mendalam tentang kehendak pengguna. Kajian lebih mendalam tentang aspek ini perlu dijalankan untuk mengenalpasti perkhidmatan yang sesuai dan lebih efisien.

Keywords:

Appropriateness, Inappropriate Utilization, Emergency Department,

Kata kunci:

Kesesuaian, Salah guna, Jabatan Kecemasan

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